

Web-Cast: Instructor led – 4 hours

Day 11

- Review Modifying or Canceling an Order
- Review Changing Shipping Address & Email Address
- Review Modifying Shipping Method
- Review Shippers and Shipping Timeframes
- Homework: Lessons 5.19 - 5.20

Day 12

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: 5.19 - 5.20

Web-Cast: Instructor led – 4 hours

Day 12

- Review Assisting the Customer with Backorders
- Review Assisting the Customer with Late/Lost Orders
- Homework: Lessons 5.21- 5.23

Day 13

Pre-work: Arise U – 2 hours

- CSP 103
- Getting Ready for Production
- Understanding Performance Metrics and Expectations
- Contracting with Arise
- Starmatic 2.0
- Arise Support Resources

Web-Cast: Instructor led – 4 hours

Day 13

- Roleplay

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 14

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.21- 5.23

Web-Cast: Instructor led – 4 hours

Day 14

- Review Damaged, Defective, and Wrong Orders
- Review Helping Customers with Returns
- Review Replacing Orders - Providing UPS Labels
- Homework: Lessons 5.24 - 5.25

Day 15

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.24 - 5.25

Web-Cast: Instructor led – 4 hours

Day 15

- Review Issuing RMAs
- Review Providing Gift Card Assistance
- Homework: Lessons 5.26

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 16

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Lessons 5.26

Web-Cast: Instructor led – 4 hours

Day 16

- BN Textbook Rentals
- Issuing RMAs
- Providing Gift Card Assistance
- Final Exam Review
- Homework: Module 6 Lessons: 6.1 - 6.5

Day 17

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 6 Lessons: 6.1 - 6.5

Web-Cast: Instructor led – 4 hours

Day 17

- Review Membership Program Benefits
- Review Purchasing, Enrolling, and Using
- Review Access, Navigate, and Search
- Review Reading and Explaining Profiles
- Review Replacing Lost or Stolen Cards
- Homework: Module 6 Lessons 6.6 - 6.12

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 18

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 6 Lessons 6.6 - 6.12

Web-Cast: Instructor led – 4 hours

Day 18

- Review Resolving Expired and Non Working Cards
- Review Refunds and Renewals
- Review Handling Auto Renewals, Cancellations, and Refunds
- Review Need Number and Responding to Other Requests
- Review Member Account Self-Maintenance
- Review Kid's Club
- Review Member Final Exam
- Homework: Module 7

Day 19

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 7

Web-Cast: Instructor led – 4 hours

Day 19

- Roleplay

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 20

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 7

Web-Cast: Instructor led – 4 hours

Day 20

- Review Email Service in BCM
- Review Email Assessment
- Homework: Module 8 and 9

Day 21

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 8 & 9

Web-Cast: Instructor led – 4 hours

Day 21

- Review Getting Help
- Avaya IP Agent Module
- Avaya IP Assessment Questions
- Certification Details

Day 22

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 8 & 9

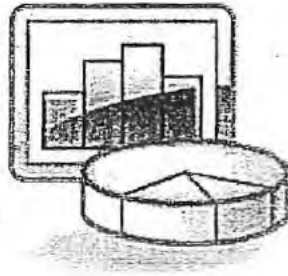
Web-Cast: Instructor led – 4 hours

Day 22

- Roleplay

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Performance Expectations Key Performance Indicators



Independent Businesses and their Client Support Professionals employees that have sustained a long term partnership with Arise have do so because they manage themselves according to the Key Performance Indicators.

They keep track of their statistics (metrics) and make improvements in their performance to meet those performance expectation standards.

Top performing Client Support Professionals are recognized on the Arise Portal.

Let's take a look at an example of some performance statistics to see what a Client Support Professional might be able to do to improve their individual performance.

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Performance Expectations KPIs Continued

Here is the Scorecard that shows the performance expectations for a particular client service opportunity. Notice that each individual "score" leads to points earned (weight).

In order for a Client Support Professional to meet your Independent Business's contractual minimum expectation for servicing this client opportunity, they must have met the requirements for each KPI and have an overall scorecard "score" of 78 points.

Arise Metrics	Measure		Weight
Commitment Adherence	95-100%	Exceeds	16
(Schedule Adh - Release Ratio)	90-94%	Meets	12
	< 90	Not Meeting	0
Aux	< 2%	Exceeds	10
	3-5%	Meets	7
	>5%	Not Meeting	0
Ring No Answer ***	<2%	Exceeds	6
	2% - 4%	Meets	3
	> 4%	Not Meeting	0
Priority Commitment	100%	Meets	21
(hourly commitment)	< 100%	Not Meeting	0
Client Metrics			
Average Handle Time	< 300	Exceeds	26
	330-350	Meets	20
	> 350	Not Meeting	0
Quality	<10%	Exceeds	21
	10-14%	Meets	15
	>15%	Not Meeting	0
Total Points			100

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Performance Expectations KPIs Continued

Now let's take a look at one month's metrics for a group of Client Support Professionals. Notice which Client Support Professionals are meeting expectations and which are not. Which Client Support Professional would you recommend be put on cure period (warning) for performance improvement?

Agent Name	Commitment Adherence	ALDX	RNA	Priority Commitment	Average Handle Time	Quality	Scorecard Total
ACP A	92%	2.56%	0.89%	100%	298	9%	93
ACP B	90%	1.56%	2.01%	98%	289	8%	72
ACP C	91%	3.23%	3.55%	100%	266	14%	84
ACP D	63%	0.87%	6.80%	100%	333	12%	66
ACP E	97%	1.45%	1.27%	100%	349	12%	88
Total Points Earned							
Exceeding Requirements							
Meeting Requirements							
Substandard Performance							
Materially Deficient Performance							
85-100 Points							
70-85 Points							
65-69 Points							
Below 65 Points							

Click [here](#) to check your answer.

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Learning Check



Match the following KPIs with their correct definitions:

Column A **Column B**

- | | |
|--------------------------------|----------------------|
| (1) RNA | <input type="text"/> |
| (2) AUX.
After Call
Work | <input type="text"/> |
| (3) Priority
Commitment | <input type="text"/> |
| (4) Average
Talk Time | <input type="text"/> |
| (5)
Commitment
Adherence | <input type="text"/> |

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Performance Expectations KPIs Continued

Now let's look at the trends for a group of Client Support Professionals over a time period of several months. Which Client Support Professionals would you recommend to have their SOWs terminated in order to maintain proper service levels and to adhere to the Key Performance Indicators?

Agent Name	February Scorecard Total	March Scorecard Total	April Scorecard Total	Average
ACP A	75	75	75	75
ACP B	85	75	80	80
ACP C	90	85	95	90
ACP D	65	90	75	77
ACP E	75	85	70	78
Total Points Earned				
Exceeding Requirements				
Meeting Requirements				
Substandard Performance				
Unacceptable Performance				

Click [here](#) to check your answer.

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Performance Expectations KPIs Continued



As you can see, Key Performance Indicators and performance expectations are important not only to the client, Arise, and the Client Results Manager but are critical to your success as a Client Support Professional employed by an Independent Business. **Regularly keeping track of your performance ensures that you and Arise are successful.**

We encourage you to use all of the ideas presented here in Client Support Professional101 to make sure you succeed.

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Learning Check



Match the following KPIs with their correct definitions:

Column A **Column B**

(1) RNA

(2) AUX.

After Call
Work(3) Priority
Commitment(4) Average
Talk Time


(5)

Commitment
Adherence[Previous](#) [Next](#) [Index](#) [Course Home](#) [Glossary](#) [Reference](#) [Study Group](#) [Log Out](#)

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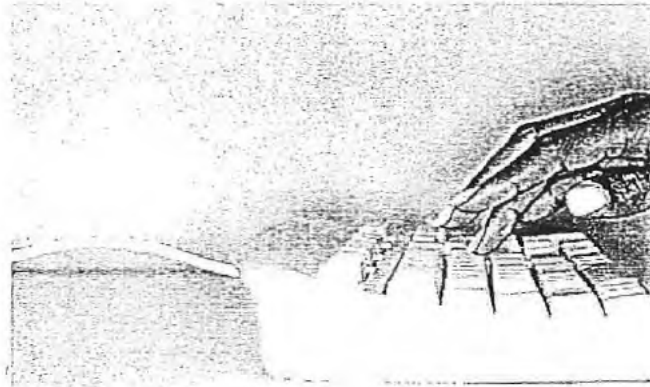
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Chat Support and Performance Facilitators Objectives

Lesson Objectives:

At the end of this
lesson, you will be
able to:

1. Understand
the purpose
of using chat
support.
2. Access chat
support.
3. Use chat
support.
4. Understand
who the
Performance
Facilitators
are.
5. Understand
what their
duties are.

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Chat Rooms

Most times during the client-specific certification course, you, as a Client Support Professional employed by an Independent Business, will be able to access a chat room where you can post any questions and/or concerns related to that certification course. The instructors assign each chat room and they will let you know the appropriate chat room to visit. These chat rooms are there to help you during the certification process at the end of a course.



A chat room is not set up for every client so you need to check with your instructor during the client-specific certification sessions.

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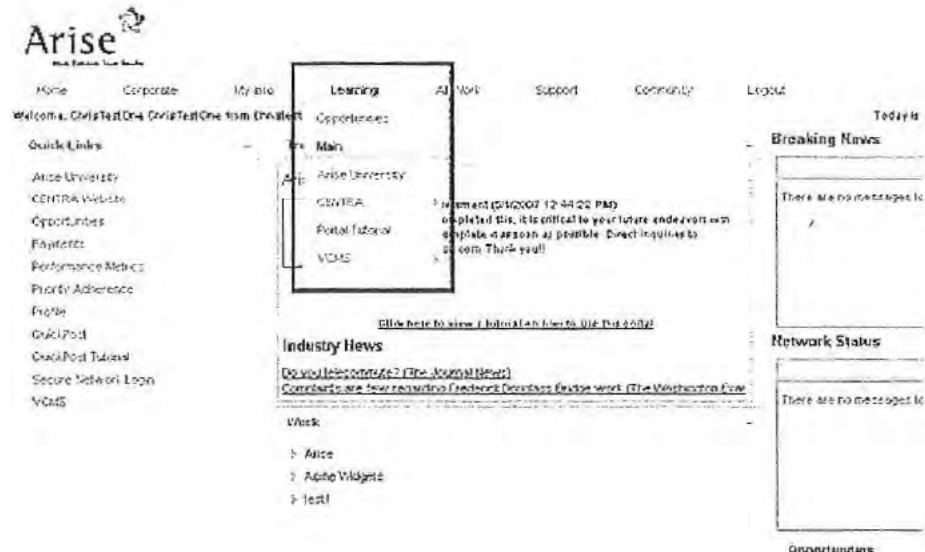
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Chat Rooms: Certification How to Access

To access the Chat Rooms for each client, you need to log in to the Arise Portal. Once there, move the cursor to the **Learning** tab on the top and click on **Main**.



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Chat Rooms: Certification How to Access Continued

After clicking on Main, a new window will open up. You need to scroll down until you reach the section titled **Certification Chat Rooms**.

There will be several chat rooms for you to click on.

Click on the chat room assigned by your instructor.

Note: The instructor references on this page do not apply to the CSP 101 course. The CSP 101 course does not provide an instructor led option. CSP 101 comes in two variations, the **self-paced course without**

Certification Chat Rooms

Arise uses several Certification Chat Rooms to provide instructor support to newly certified agents. This is not routinely done, but is provided when Arise and the client deem this support to be necessary for the success of new agents. You will be notified by your instructor if the chat support is available. You enter the chat room from the appropriate link below. These rooms are monitored and tagged.

[Certification Chat Room 1](#)

[Certification Chat Room 2](#)

[Certification Chat Room 3](#)

[Certification Chat Room 4](#)

[Certification Chat Room 7](#)

[Certification Chat Room 5](#)

[Certification Chat Room 8](#)

[Certification Chat Room 6](#)

[Certification Chat Room 9](#)

Once you click on the chat room, a new window will pop up. You need to log in using your QuickPost username and password.

Arise Login	
This is the same login that you use when accessing StatMatic Quick Post.	
UserName:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="OK"/>	<input type="button" value="Reset"/>

**specialist
guidance
and the self-
paced
course with
specialist
guidance.**

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Performance Facilitators



Arise assigns Performance Facilitators to most client accounts.

Performance Facilitators are in place to assist Client Support Professionals with day-to-day policy and procedural inquiries via the chat room.

Quality Assurance Performance Facilitators monitor the performance of Client Support Professionals to ensure that, individually and collectively, client Key Performance Indicators or KPIs are being met or exceeded.

GCX 71 Performance Facilitators


are
Independent
Businesses
that have
been
contracted to
serve as
subject
matter
experts on
the client
application.

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Performance Facilitators Continued



Although roles can vary from client to client, Performance Facilitators usually perform the following:

- Staff chat rooms where Client Support Professionals can go while servicing a client's account to get questions answered.
- Listen to live or recorded calls and evaluate the Client Support Professional's performance using an established set of criteria and standards. In addition to KPI's, performance measures may include quality assurance (QA) targets established by the client.
- Prepare and distribute job aids to enhance the

performance of
Client Support
Professionals.

- Assist Arise instructors by participating in Client Support Professional certification events.

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Topic Objectives

At the end of this topic, you will be able to:

- Describe the 7 power actions indicative of being a successful Client Support Professional.

GcX 72

Power Actions

Introduction



Click the power actions to learn about them. Click the "DO" to review a positive example and the "Don't" to review a negative example of each power action.

Power Actio... Power Actio... Power Actio... Power Actio... Power Actio... Power Actio... Power Actio...

Power Actions

Do



Power Action 1 - Control Background Noises

Prevent distracting noises from coming through the phone line when you are speaking with a customer.



Quiet Office



Satisfied customer

Do

Power Action 1 - Control Background Noises

Power Actio...

Power Actio...

Power Actio...

Power Actio...

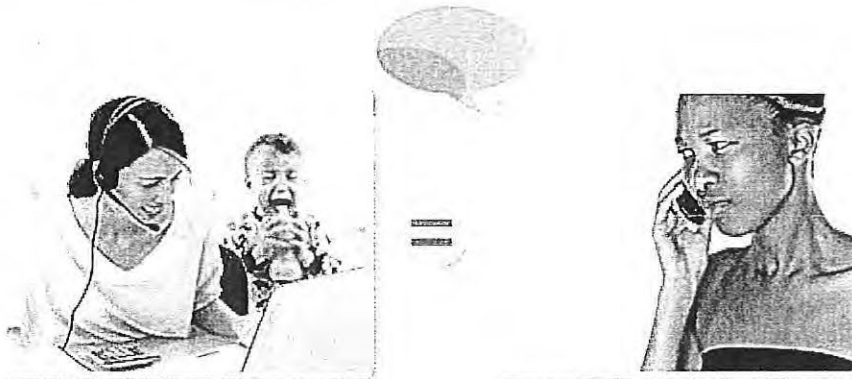
Power Actions

Don't



Power Action 1 - Control Background Noises

See what happens when you cannot control background noises and they disturb your business call!



Crying Baby

Dissatisfied customer

Don't

Power Action 1 - Control Background Noises

Power Actio...

Power Actio...

Power Actio...

Power Actio...

Power Actions

Do



Power Action 2 - Avoid Personal Phone Calls

Make sure your personal phone is on 'silent' mode during business hours.



Cell phone on silent



Happy customer

Do



Power Actions

Don't



Power Action 2 - Avoid Personal Phone Calls

See what happens when you take personal calls when on a business call!



Personal Calls



Irritated customer

Don't



Power Actions

Do



Power Action 3 - Excellent Customer Service

When you speak calmly with upset customers to redirect their anger and provide alternative solutions, you help them.



Helpful Client Support
Professional



=



Smiling customer

Do



Power Actions

Don't



Power Action 3 - Excellent Customer Service

See what happens when you speak to a customer in an inappropriate manner!



Angry Client Support
Professional



=



Irate customer

Don't



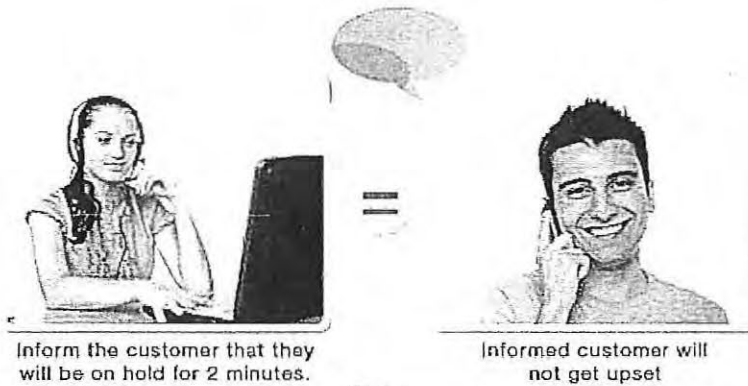
Power Actions

Do



Power Action 4 - Polite Holding

Make sure that you set expectations for the customer about how long they will be on hold and let them know when you return you will resolve their concern.



Do

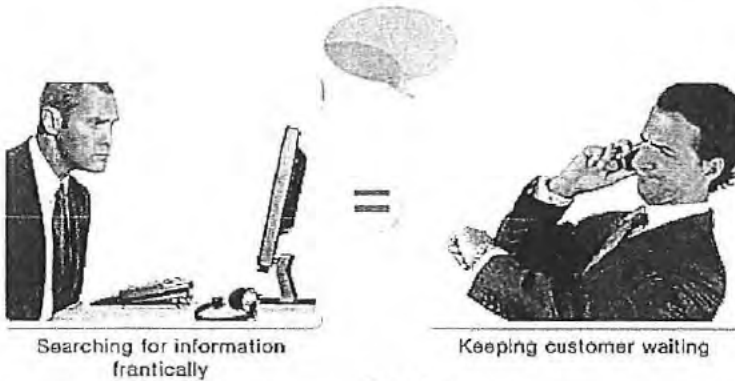
Power Actio... Power Actio... Power Actio... **Power Action 4 - Polite Holding** Power Actio... Power Actio...

Don't



Power Action 4 - Polite Holding

Keeping a customer on hold for 10 minutes with no warning while you search for information is not good customer service. The customer is sure to get annoyed.



Don't



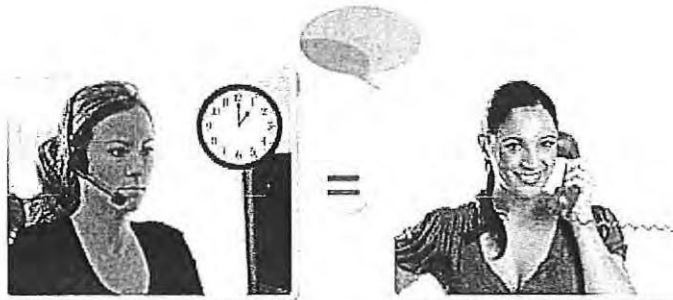
Power Actions

Do



Power Action 5 - Punctuality

Always service the schedule that you choose. This will ensure that customers are not kept waiting and other CSPs do not miss out on the hours they want to service.



CSP signing up to service from
1:00PM to 5:30PM EST and showing
up to work that time period

Satisfied customer

Do

Power Actio...

Power Actio...

Power Actio...

Power Actio...

Power Action 5 - Punctuality

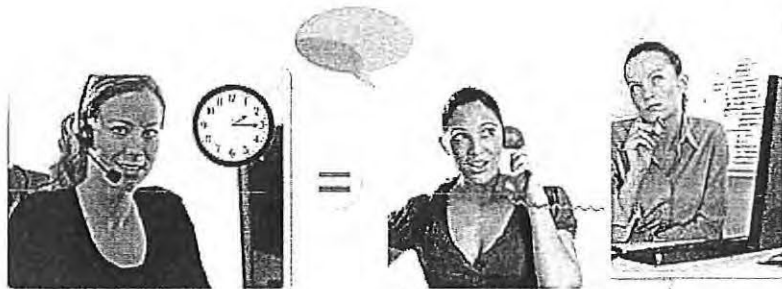
Power Actio...

Don't



Power Action 5 - Punctuality

See what happens when you sign up but do not show up at the scheduled hour. You make the customer wait. Also, another CSP is left distraught because they did not get all the hours they wanted that day.



CSP was scheduled to service from 1pm to 5pm. She is just signing in!

Customer kept on hold

Another CSP unable to sign up to provide service.

Don't

Power Actio...

Power Actio...

Power Actio...

Power Actio...

Power Action 5 - Punctuality

Power Actio...

Power Actions

Do



Power Action 6 - Follow Information Security Standards

- Use appropriate computer security
- Do not print Client information or customer information
- Maintain a clean and organized work environment



Compliant and Organized
Client Support Professional



Information security is
maintained

Do

Power Actio... Power Actio... PowePower Action 6 - Follow Information Security Standards Power Actio...

Don't



Power Action 6 - Follow Information Security Standards

Throwing out sensitive Client information in your trash or looking up your own account information on a Client system are violations of security standards.



Careless individual throwing sensitive customer info in trash!



Customer can be victim of Identity theft!

Don't

Don't



Power Action 7 - Have Empathy for Customers

Rushing to get off the call is not good customer service and may prevent you from fully resolving the customer's issues.

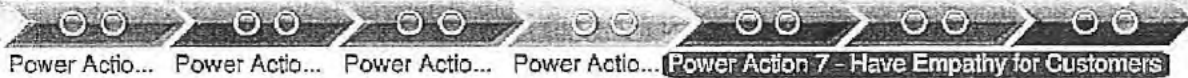


CSP who wants to rush to a lunch date



Confused customer

Don't



Summary

In this topic you learned to:

- Describe the 7 power actions indicative of being a successful Client Support Professional.

[Click Here](#)

CSP ID	CSP Name
520829	Rice, Matt
520829	Rice, Matt
520829	Rice, Matt
520829	Rice, Matt
520829	Rice, Matt
520829	Rice, Matt
520829	Rice, Matt
520829	Rice, Matt

CSP Email
mattarroz@gmail.com
mattarroz@gmail.com
mattarroz@gmail.com
mattarroz@gmail.com
mattarroz@gmail.com
mattarroz@gmail.com
mattarroz@gmail.com
mattarroz@gmail.com

PF Name	PF Email
Sheryl Holland	mattarroz@gmail.com
Sheryl Holland	mattarroz@gmail.com
Sheryl Holland	mattarroz@gmail.com
Sheryl Holland	mattarroz@gmail.com
Sheryl Holland	mattarroz@gmail.com
Sheryl Holland	mattarroz@gmail.com
Sheryl Holland	mattarroz@gmail.com
Sheryl Holland	mattarroz@gmail.com

GCX

[illegible]

Agent/Non Agent	Category	Sub Category
Agent	Positive_Experience	Positive Score
Agent	Canned_Response	Too Scripted
Agent	First_Contact_Resolution	Unresolved
Business	Shipping	LIT
Business	Price	Retail vs. Online
Agent	Positive_Experience	Positive Score
Agent	Positive_Experience	Positive Score
Agent	Positive_Experience	Positive Score
Agent	Positive_Experience	Positive Score

Feedback to IB

Positive OSAT Survey! Thank you!

Email reviewed- Enhancement sent to csp had authentication info

The customer indicated in the comments that the call was not resolved. The call will be reviewed and additional feedback may be provided by the QA PF.

The comment is not related to the interaction with the CSP.

The comment is not related to the interaction with the CSP.

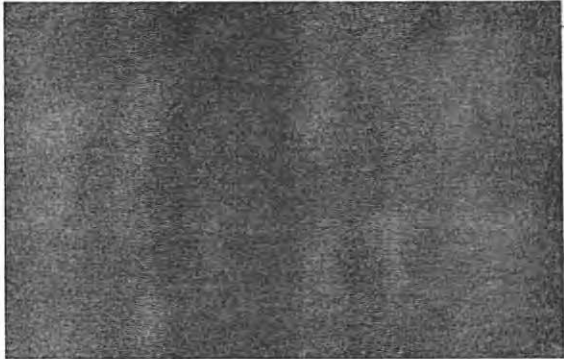
Positive OSAT Survey! Thank you!

Positive OSAT Survey! Thank you!

Positive OSAT Survey! Thank you!

Positive OSAT Survey! Thank you!

ID	Survey Response ID	Response Time
94	69967944	11/24/2014
17	69933023	11/24/2014
1	70021721	11/26/2014
14	70091825	11/28/2014
1	70114267	11/29/2014
28	69984313	11/25/2014
70	69945778	11/24/2014
32	70050663	11/26/2014
21	70093785	11/28/2014

Customer Email	Created On
	11/22/2014 0:00
	11/22/2014 0:00
	11/22/2014 0:00
	11/27/2014 0:00
	11/27/2014 0:00
	11/21/2014 0:00
	11/22/2014 0:00
	11/25/2014 0:00
	11/26/2014 0:00

Category/Contact Method	Person Responsible	Subject	Case_id	Sampling Variable
E-Mail	WIL_MRICE	Not assigned - Not assigned	8010046403	9
E-Mail	WIL_MRICE	Not assigned - Not assigned	8010048470	8
E-Mail	WIL_MRICE	Not assigned - Not assigned	8010046553	0
E-Mail	WIL_MRICE	Not assigned - Not assigned	8010083852	6
E-Mail	WIL_MRICE	Not assigned - Not assigned	8010084465	0
E-Mail	WIL_MRICE	B&N Membership - Account Status Inquiry	8010037555	8
Telephone call	WIL_MRICE	Not assigned - Not assigned	8010048212	1
Telephone call	WIL_MRICE	Not assigned - Not assigned	8010070800	8
Telephone call	WIL_MRICE	Not assigned - Not assigned	8010079758	7

Category 1

Not assigned

Not assigned

Not assigned

Not assigned

Not assigned

B&N Membership

Not assigned

Not assigned

Not assigned

Category 2

Not assigned

Not assigned

Not assigned

Not assigned

Not assigned

Account Status Inquiry

Not assigned

Not assigned

Not assigned

Category 3

Not assigned

Not assigned

Not assigned

Not assigned

Not assigned

Auto Renewal

Not assigned

Not assigned

Not assigned

Resolution	State	Item Category	Membership Status	Customer lifetime value	OrderNumber
Not assigned	KY	[blank]	[blank]	.	.
Not assigned	OR	[blank]	[blank]	.	.
Not assigned	VA	[blank]	[blank]	.	.
Not assigned	CA	[blank]	[blank]	.	.
Not assigned	IL	[blank]	[blank]	.	.
Opt-Out- With Credit	IL	[blank]	[blank]	.	.
Not assigned	CA	[blank]	[blank]	.	.
Not assigned	MN	[blank]	[blank]	.	.
Not assigned	VA	[blank]	[blank]	.	.

SourceData	[HIDDEN] Language	Was courteous and professional	Communicated information clearly
CRM	English	10	10
CRM	English	5	5
CRM	English	10	10
CRM	English	1	3
CRM	English	5	5
CRM	English	10	10
CRM	English	10	10
CRM	English	1	1
CRM	English	10	

Understood your issue or request [Phone Only]

.
. .
. .
. .
. .
. .

10

1

Was genuinely interested in helping you [Phone Only]

.
. .
. .
. .
. .
. .

10

1

Answered your question [Show for All]

Provided a solution that was easy to complete

10

1

1

1

5

7

10

1

10

1

1

1

1

10

10

1

Overall satisfaction with this customer service experience

10
4
2
1
1
10
10
10
10

How could we improve our customer service?

- .

Pay attention to what people send you with their email. All the documents for my situation were attached yet my reply email said they could not help me until I provide actually foll through and follow up with the customer to be sure the issue is resolved, and not just letting them fire into the dark while waiting for a response that hasn't

Give me information on where my items are

By making your pricing clear and not charging double for an internet order picked up in the store. That is why you have lost my business going forward.

- .

- .

- .

- .

Is there anything you would like to tell us about this experience with customer service?

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.
.
.
.

I wanted help with how to log in to my membership to cancel the automatic renewal. The agent told me that the automatic renewal would be stopped, but I still don't k

I was trying to place an online order and ended up stuck in a loop not able to finalize the order. It ended up being an issue where my member number wasn't tied to my

.
Still need to know the status of my order

Do you consider your request resolved?

Yes

No

No

No

No

Don't Know/Not Sure

Yes

Yes

No

Which of the following best describes the reason your request is not yet resolved?

.

I am still waiting for my credit or return to be processed

Some other reason (Please describe)

I am still waiting to receive a shipment

Some other reason (Please describe)

Some other reason (Please describe)

.

.

I am still waiting to hear from a 3rd party vendor

Which of the following best describes the reason your request is not yet resolved?:comment

.

.

still waiting to hear a follow up and receive the discount i didn't get when placing my order

.

overcharge and a bad excuse

time for renewal isn't here yet

.

.

.

What was difficult about navigating the phone menu?

-
-
-
-
-
-
-
-

Did you contact Barnes & Noble more than once with this request?

Yes

No

No

No

Yes

No

No

Yes

No

Phone:

Did not use Phone

.

.

.

.

.

.

.

.

Email:

.

.

.

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.

.

2

.

Chat:

2 Did not use Chat

.

.

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2 .

.

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1

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1

Went to the BN store:

Did not visit BN store

-
-
-
-
-
-
-
-

If you could change one thing about your [NOOKVersion], what would it be?

- .
- .
- .
- .
- .
- .
- .
- .
- .

When you first set up the Wifi on your GlowLight, how easy was the process?

-
-
-
-
-
-
-
-

What did you find difficult about setting up the WiFi?

-
-
-
-
-
-
-
-

When you opened your first book, you had the option to view a tutorial on turning pages. How helpful was this?

-
-
-
-
-
-
-
-

How could we improve the tutorial to make it more helpful?

-
-
-
-
-
-
-
-
-

How easy is it to browse for books you want to read?

-
-
-
-
-
-
-
-
-

What suggestions do you have to make browsing easier?

- .
- .
- .
- .
- .
- .
- .
- .

Prior to using the device, what was your familiarity using a Samsung Galaxy product?

-
-
-
-
-
-
-
-

Have you registered your NOOK account to the Samsung Galaxy Tab 4 NOOK?

-
-
-
-
-
-
-
-
-

Please rate the ease of the set up process on your device.

-
-
-
-
-
-
-
-
-

We'd like to improve on this. What did you find to be difficult?

- .
- .
- .
- .
- .
- .
- .
- .
- .

Did you create User profile(s) on your device?

- .
- .
- .
- .
- .
- .
- .
- .
- .

Did you create child (Restricted) profiles?

- .
- .
- .
- .
- .
- .
- .
- .

Please rate the ease of creating User profiles.

- .
- .
- .
- .
- .
- .
- .
- .

What would have made it easier?

- .
- .
- .
- .
- .
- .
- .
- .

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Reading magazines)

-
-
-
-
-
-
-
-

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Reading newspapers)

- •
•
•
•
•
•
•
•

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Reading/responding to email)

- •
•
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•
•
•

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Watching movies or videos)

- •
•
•
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•
•
•
•
•

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Taking/viewing pictures)

-
-
-
-
-
-
-
-

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Playing games)

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Online web browsing)

-
-
-
-
-
-
-
-
-

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Viewing personal documents)

-
-
-
-
-
-
-
-
-

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Other:)

-
-
-
-
-
-
-
-
-

How do you plan to use your Samsung Galaxy Tab 4 NOOK? (Check all that apply)(Other:):comment

- .
- .
- .
- .
- .
- .
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- .
- .

How likely is it that you would recommend using NOOK for Windows 8 to a friend?

-
-
-
-
-
-
-
-
-

You indicated that you visited a BN store; please tell us about the help you received.

- .
- .
- .
- .
- .
- .
- .
- .

Module 01: Understanding Performance Metrics and Expectations

Topic 03: Contacting Clients

Arise



00:10:00:00



20 / 24



Topic Objectives

At the end of this topic you will be able to:

- Describe the Arise policy concerning contact between you and Arise's Clients.



Arise



00:05:10:00:11



21 / 24



Arise's Policy on Contacting Clients

You should only communicate with your Independent Business Owner and Arise.

Unless there is explicit agreement from Arise, you should not contact the client.

All concerns regarding service revenue, servicing, hours, products, services, etc. should be brought to the attention of an Arise Operations person so that the issues can be addressed.



- § Exceptions to this policy should be made only with the explicit agreement of the Arise Operations person.
- § On those occasions when you do communicate with the Client, you should make every effort to convey a positive, constructive and respectful message.

Arise



00:05 / 00:11

22 / 24

Summary

Congratulations, in this topic you learned to:

- Describe the Arise policy concerning contact between you and Arise's Clients.



Arise



00:10 / 00:11

24 / 24